

Nichole Comer
Restaurant Management Professional
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Cloverdale, OR

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Dear Hiring Manager,

I am writing to express my interest in your posted Restaurant Area Coach/District Manager position. I have over a decade in leadership and analytical experience with a passion for helping food and beverage managers succeed. I also have years of experience in multi-concept food and beverage operations. I am confident that I would be a valued member of the team.

I am a motivated problem solver and independent leader, and I am constantly seeking out ways to improve daily operations. I regularly provide instruction and guidance to our Senior Leadership, Operations Managers, Chefs, Assistant Managers and Line Level employees. I also work very closely with our Lodging facilities to analyze shared costs between restaurants and lodging. I am able to identify and fully develop processes and procedures that will benefit daily operations.

In my current position, I lead the implementation and training of theoretical cost analysis across all locations. This resulted in transparent reporting that allows leaders to better manage their cost of goods. It also created an environment of learning and growth to mid level managers looking to gain additional analytical skills and career development.

My current and previous positions have allowed me to dedicate time to each of our locations managers and use my skills to affect positive change in each business. I genuinely enjoy working with a diverse team of individuals. I am skilled in molding training and coaching plans that fit with different management and learning styles. Assisting in their success is what I value most.

Thank you so much for your consideration. I look forward to hearing from you.

Sincerely,
Nichole Comer

Professional Summary

Encouraging manager and analytical problem-solver with talents for financial analysis, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, mentoring, and morale-building abilities to enhance employee engagement and boost performance. ***Ready to relocate***

Skills

- Cost of Goods Analysis
- Multi Location Management
- Inventory Monitoring and Management
- Financial Reporting
- Multi Department Collaboration
- Business Leadership
- QSR Management
- Creative Problem Solving

Work History

Area Business Support Manager - Food & Beverage Analyst
Kiwanda Hospitality Group - Pacific City, OR

March 2022 - Current

- Provide oversight and support to seven different food and beverage locations including three full service restaurants, a fine dining restaurant and three QSR establishments.
- Work cross functionally as a liaison with multiple departments including our companies lodging facilities, marketing, wholesale distribution, accounting, HR, etc.
- Regularly travel to locations along the coast to ensure standards are upheld by management team at each location.
- Support and train managers and chefs in analyzing product cost of goods for optimal profitability.
- Maintain point of sale and business management databases to ensure accuracy of reporting.
- Support operators in inventory management to include invoice entry, inventory count audits and ongoing manager training.
- Participate and lead operations team meetings to coordinate and assign operations tasks.
- Produce detailed and relevant reports for use in making business decisions.

Operations Support Coordinator
Kiwanda Hospitality Group - Pacific City, OR

January 2020 - March 2022

- Supported managers in organization of administrative tasks.
- Maintained databases to keep important operating information accurate and up to date.
- Updated all food recipes to ensure cost of goods accuracy.
- Responsible for ensuring that all financial (invoices, reporting, and related administrative duties were completed accurately, on time and in accordance with company policies and procedures
- Maintained all SOP documentation.
- Managed and maintained electronic and paper-based filing systems to keep essential documents and information easily accessible and organized.
- Assisted in coordinating applicant screening and setting up interviews.

General Manager - Stimulus Coffee & Bakery
Kiwanda Hospitality Group - Pacific City, OR

December 2017 - January 2020

- Carefully interviewed, selected, trained, and supervised staff.
- Set clear expectations and created positive working environment for employees.
- Effectively managed payroll and timekeeping, and paperwork for new hires and terminations.
- Analyzed sales data to identify trends and adjust purchasing decisions accordingly.
- Created and deployed successful strategies to boost business performance, streamline processes and reduce waste.
- Continuously evaluated business operations to effectively align workflows for optimal area coverage and customer satisfaction.
- Implemented effective inventory control systems to reduce waste.
- Monitored and adjusted pricing, discounts and promotions to maximize profitability.

Store Manager/Shift Supervisor/Barista
Starbucks Coffee Company - Various

April 2006 - December 2017

- Worked for multiple locations in Oregon, California and Kansas
- Assisted in the successful opening of 3 locations
- Implemented new routines to increase efficiencies in daily operations
- Displayed a "customer comes first" attitude by training and holding baristas accountable for delivering exceptional customer service
- Set goals and created a plan to meet and achieve those goals
- Analyzed profit and loss reporting to create sales growth plan and control waste
- Challenged and inspired employees to achieve business results.
- Inspired employees to take pride in delivering quality, hand crafted coffee beverages .
- Shared extensive knowledge in coffee processing practices with baristas to enable them to better assist customers in coffee purchasing decisions

Additional Relevant Experience

Diversity Advisory Committee - Vice President

March 2021 - December 2022

I assisted in establishing a diversity advisory committee within our organization. Our focus, in the beginning, was to understand our company's current challenges when it comes to matters of diversity, equity and inclusion. I held this position of a year and a half.

*Employer and employee references available upon request